



## DISCIPLINARY, COMPLAINTS AND APPEALS PROCEDURE

While many concerns can be dealt with in an informal manner to the satisfaction of all concerned, it is advisable that detailed records are maintained in respect of all complaints and that all parties are advised of the formal complaints and appeals procedure. All reasonable efforts to resolve matters should be exhausted at local level before accessing the appeals procedure.

### COMPLAINTS AND APPEALS PROCESS:

STEP ONE: Any person who has a complaint or concern should bring it to the attention of the designated Safe Sport club director in writing at [safesport@chinooksoccer.com](mailto:safesport@chinooksoccer.com). The complaint or concern should outline all relevant details and other parties involved in line with procedure.

STEP TWO: The Safe Sport Designate will convene the Safe Sport Committee/panel unless the complaint or concern relates to a child abuse matter or criminal offence that meets criteria for formal reporting to the statutory authorities.

Where there are potential contentious issues, due consideration should be given to ensure the independence of the disciplinary committee/panel.

STEP THREE: The Safe Sport committee/panel should furnish any participant with details of the complaint being made against them and afford them the opportunity of providing a response either



verbally or in writing. In the event of a complaint against a child, the parents/guardians should be informed and advised of the process.

STEP FOUR: The Safe Sport disciplinary committee/panel should then hear the case of all parties involved and decide if a rule or regulation has been infringed.

STEP FIVE: The Safe Sport disciplinary committee/panel should then inform in writing those involved of their decision and any sanctions if any that are to be imposed. This notification should be in writing, setting out the reasons for the sanction. (Written notification should be forwarded to parents if the proceedings involve a participant under eighteen years of age)

STEP SIX: Any party unhappy with the findings of the Safe Sport disciplinary committee/panel can appeal the decision in writing to the board of directors within 2 weeks of communicating the findings.

STEP SEVEN: The appeal body should then rehear the case and all evidence should be considered. The appeals body should have the power to uphold or reject the appeal or to vary, alter or set aside any sanction imposed by the disciplinary committee/panel.

Written confidential records in relation to disciplinary proceedings should be safely and confidentially kept on file.

### **ANONYMOUS COMPLAINTS**

Anonymous complaints will be taken seriously and brought to the attention of the Welfare Committee.

### **CONFIDENTIALITY**

All information is handled according to the Freedom of Information and Privacy Act.